SAMSUNG

WASHING MACHINE
DRUM TYPE

Basic Model : WF431ABW
(YUKON BETTER-PROJECT)

Model Name : WF395BTPAWR
WF393BTPAWR
(POTOMAC-PROJECT)

Model Code : WF395BTPAWR/A2
WF393BTPAWR/A2
WF395BTPASU/A2
WF393BTPASU/A2

SERVICE Manual

WASHING MACHINE (DRUM)

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Refer to the service manual in the GSPN (see the rear cover) for the more information.

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1. SAFETY INSTRUCTIONS

1-1. SAFETY INSTRUCTIONS FOR SERVICE ENGINEERS

► Be sure to observe the following instructions to operate the product correctly and safely to prevent possible accidents and hazards while servicing.

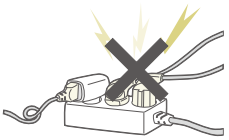
► Two types of safety symbols, Warning and Caution, are used in the safety instructions.

⚠ **WARNING**	**Hazards or unsafe practices that may result in severe personal injury or death.**
⚠ **CAUTION**	**Hazards or unsafe practices that may result in minor personal injury or property damage.**

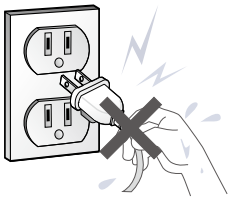
⚠ WARNING BEFORE SERVICING

- (When servicing electrical parts or harnesses) Make sure to disconnect the power plug before servicing.
  ✓ Failing to do so may result in a risk of electric shock.

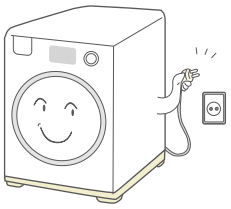
- Do not allow consumers to connect several appliances to a single power outlet at the same time.
  ✓ There is a risk of fire due to overheating.



- When removing the power cord, make sure to hold the power plug when pulling the plug from the outlet.
  ✓ Failing to do so may damage the plug and result in fire or electric shock.



- When the washing machine is not being used, make sure to disconnect the power plug from the power outlet.
  ✓ Failing to do so may result in electric shock or fire due to lightning.



- Do not place or use gasoline, thinners, alcohol, or other flammable or explosive substances near the washing machine.
  ✓ There is a risk of explosion and fire caused from electric sparks.

⚠ WARNING WHILE SERVICING

- Check if the power plug and outlet are damaged, flattened, cut or otherwise degraded.
  ✓ If faulty, replace it immediately.
  Failing to do so may result in electric shock or fire.

- Completely remove any dust or foreign material from the housing, wiring and connection parts.
  ✓ This will prevent a risk of fire due to tracking and electrical hazard..

- When connecting wires, make sure to connect them using the relevant connectors and check that they are completely properly.
  ✓ If tape is used instead of the connectors, it may cause fire due to tracking.

- Make sure to discharge the PBA power terminals before starting the service.
  ✓ Failing to do so may result in a high voltage electric shock.

- When replacing the heater, make sure to fasten the nut after ensuring that it is inserted into the bracket-heater.
  ✓ If not inserted into the bracket-heater, it touches the drum and causes noise and electric leakage.

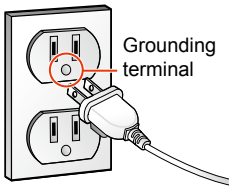
⚠ WARNING AFTER SERVICING

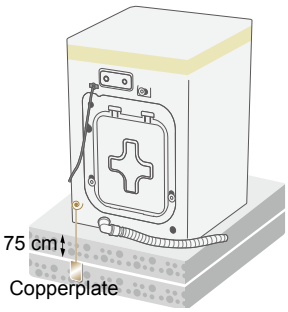
- Check the wiring.
  ✓ Ensure that no wire touches a rotating part or a sharpened part of the electrical harness.

- Check for any water leakage.
  ✓ Perform a test run for the washing machine using the standard course and check whether there is any water leakage through the floor section or the pipes.

- Do not allow consumers to repair or service any part of the washing machine themselves.
  ✓ This may result in personal injury and shorten the product lifetime.

- If it seems that grounding is needed due to water or moisture, make sure to run grounding wires.
  (Check the grounding of the power outlet, and additionally ground it to a metallic water pipe.)
  ✓ Failing to do so may result in electric shock due to electric leakage.
  [Running a grounding wire]
  - Twist a grounding wire (copper wire) two or three times around the tap.
  - If you connect the grounding wire to a copperplate, bury it 75 cm under the earth in a place with a lot of moisture.
    ⚠ Do not connect the grounding wire to a gas pipe, plastic water pipe or telephone wire. There is a risk of electric shock or explosion.

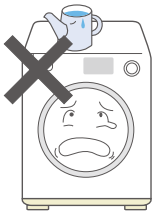




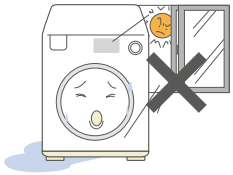
⚠ CAUTION BEFORE SERVICING

- Do not sprinkle water onto the washing machine directly when cleaning it.
  - ✓ This may result in electric shock or fire, and may shorten the product lifetime.

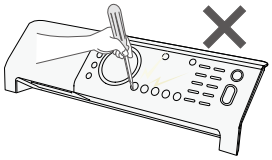
- Do not place any containers with water on the washing machine.
  - ✓ If the water is spilled, it may result in electric shock or fire. This will also shorten the product lifetime.



- Do not install the washing machine in a location exposed to snow or rain.
  - ✓ This may result in electric shock or fire, and shorten the product lifetime.



- Do not press a control button using a sharp tool or object.
  - ✓ This may result in electric shock or damage to the product.



⚠ CAUTION WHILE SERVICING

- When wiring a harness, make sure to seal it completely so no liquid can enter.
  - ✓ Make sure that they do not break when force is exerted.

- Check if there is any residue that shows that liquid entered the electric parts or harnesses.
  - ✓ If any liquid has entered into a part, replace it or completely remove any remaining moisture from it.

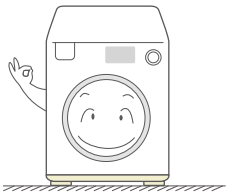
- If you need to place the washing machine on its back for servicing purposes, place a support(s) on the floor and lay it down carefully so its side is on the floor.
  - ✓ Do not lay it down on its front. This may result in the inside tub damaging parts.

⚠ CAUTION AFTER SERVICING

- Check the assembled status of the parts.
  - √ Now is a good time to inspect your work. Review all connections and wiring, including mounting hardware.

- Check the insulation resistance.
  - √ Disconnect the power cord from the power outlet and measure the insulation resistance between the power plug and the grounding wire of the washing machine. The value must be greater than 10MΩ when measured with a 500V DC Megger

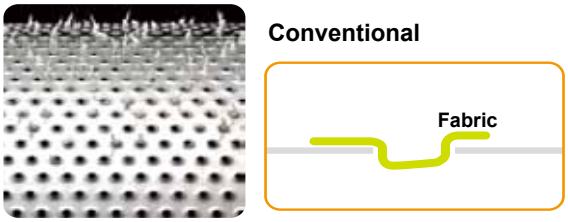
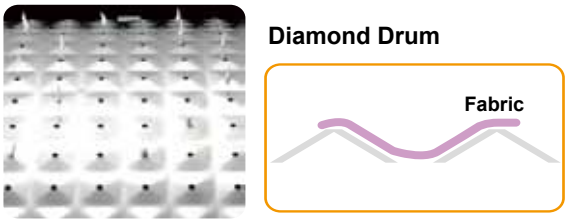
- Check whether the washing machine is level the floor with respect to the original position of the washing machine prior to service.
  By doing this now will reduce for the need of customer dissatisfaction and redo call.
  - √ Vibrations can shorten the lifetime of the product.



2. FEATURES AND SPECIFICATIONS

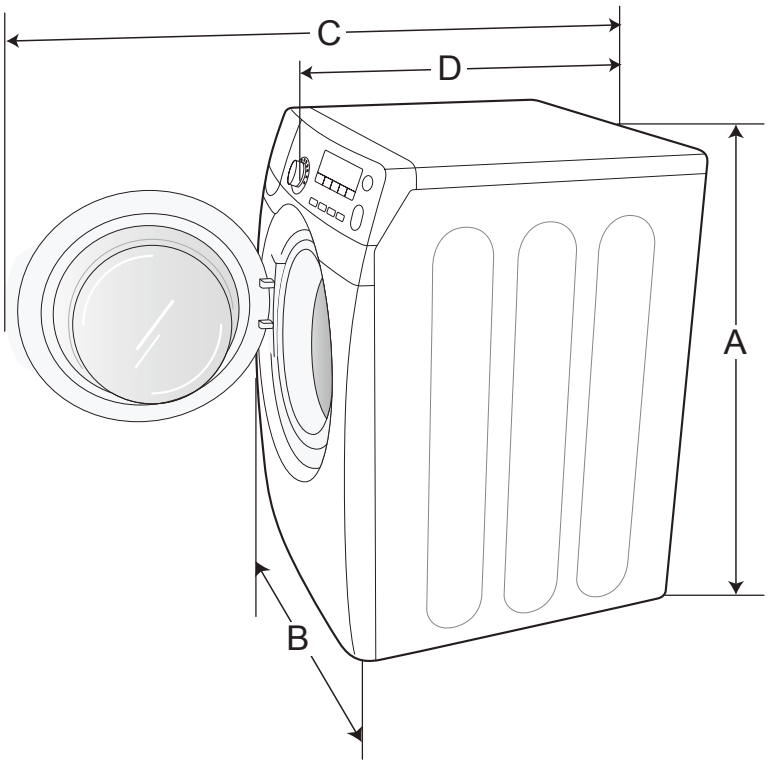
2-1. FEATURES

Features	Description
BUBBLE	• BUBBLE Technology's Engine generates foam by dissolving detergent with air and water before the normal cycle starts. Foam allows detergent to distribute evenly and penetrate fabrics 2.5 times faster than high efficiency detergent and deeper. Perfectly dissolved detergent by bubble generator penetrates very quickly and widely. - BUBBLE Technology's Engine generates foam by dissolving detergent with air and water before the normal cycle starts. Foam allows detergent to distribute evenly and penetrate fabrics 2.5 times faster than high efficiency detergent and deeper. - Samsung's effective BUBBLE delivers perfect cleanliness even with delicate fabrics without any damages .
SpeedSpray™	• Samsung's new SpeedSpray technology saves you time by shortening wash times while still keeping all portions of the washing process and getting your clothes clean.
Smart Care	• Samsung's Smart Care, an automatic error-monitoring system, detects and diagnoses problems at an early stage and provides a quick and easy solution.
PureCycle™ (Tub Cleaning cycle)	• Clean your drum with one button! This Pure Cycle is specially designed to remove detergent residue and dirt buildup in the tub, diaphragm, and on the door glass without the need for special chemical detergents. (The cycle is run without clothes.)
Deep steam	• The Deep Steam feature boosts cleaning performance and loosens grime and dirt, thus providing superior cleaning results.
The Large Capacity	• Maximum Capacity, Time & energy Saving • King Size comforter with other beddings
Quietest VRT™	• Lowest Vibration & Noise • Samsung's VRT™ provides smooth operation at spin speeds up to 1,200rpm. • 2nd floor as well as main floor installation available
High efficiency energy & Water saving	• Washing with Samsung's Silver Wash, even in cold water, sanitizes the laundry thereby saving 92% of the energy normally used with hot water sanitization.
Direct drive inverter motor	• The power to handle anything! Our direct-drive inverter motor delivers power right to the washer tub from a variable speed, reversible motor. A beltless direct-drive motor generates a higher spin speed of 1,200rpms for more effective, quiet operation. The washer also has fewer moving parts, meaning fewer repairs.
Woolmark certified	• The machine wash wool cycle on Samsung machines has been tested and has passed the required Woolmark Company specification for machine washable wool products. Fabrics should be washed according to the instructions on the garment label as specified by Woolmark and Samsung.

Features	Description
Diamond Drum	• The washing performance has improved and potential damage to the clothing has been minimized. (The size of the holes on the diamond drum has been reduced for minimizing damage to the clothing/garment.) - The embossed wall of the drum serves as a washboard, dramatically increasing the washing performance compared with existing drum washing machines, which uses the power of the difference in elevation only. - The size of holes has been reduced drastically, maintaining the optimal wash performance (Washing Cost 1.0) while saving on water and electricity required for washing. - The structure of the holes on the diamond drum was redesigned to minimize potential damage to the clothing.  **Conventional**  **Diamond Drum**

2-2. SPECIFICATIONS

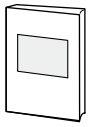
Model		WF395BTPAWR/WF393BTPAWR/ WF395BTPASU/WF393BTPASU	
Wash type		FRONT LOADING WASHER	
Dimension (Inches / mm)	**A: High-Overall**	38.7” (98.4)	
	B: Width	27” (68.6)	
	C: Depth with door open 90º	51.7” (131.4)	
	D: Depth	32.3” (82.0)	
Water pressure		20-116psi(137-800kPa)	
Weight		88kg (194 lb)	
Heater Rating		900 W	
Power consumption	**Washing**	120 V	250 W
	Washing and heating	120 V	1100 W
	Spin	120 V	600 W
	Drain	120 V	80/32 W
Spin revolution		1200 rpm	



2-3. COMPARING SPECIFICATIONS WITH EXISTING MODELS

Grade		POTOMAC	YUKON BETTER
Model Name		**WF395BTPAWR WF393BTPAWR WF395BTPASU WF393BTPASU**	**WF431ABW WF431ABP**
Image			
Main Spec	Capacity (cu.ft / IEC)	**3.9cu.ft**	4.5cu.ft
	Motor type	DD Motor	DD Motor
	Max RPM	**1,200**	1300
	VRT	Yes	Yes
	heater(900w)	Yes	Yes
	Diamond Drum	Yes	Yes
	Washing Cycle#	13	13
	Delay wash	24hrs	24hrs
	Tilted Drum	10°	10°
	Sound Pressure	**Ave 58dBA**	Ave 56.3dBA
Target performanece	MEF	**3.35**	3.2
	WCF	**2.9**	2.99
	kWh/year	**93 kWh/year**	95 kWh/year
Design	control Display	G.LED	G.LED
	Frame Color	**WR: White SU: Stainless platium**	W: White P: Stainless platium
	Dimension	27 X 32.3 X 38.7"	27 X 32.3 X 38.7"

2-4. OPTIONS SPECIFICATIONS

Item		Code	QTY	Remarks
	BOLT-SPANER (Wrench)	DC60-40146A	1	Default
	ASSY HOSE WATER (H)	DC97-15648B	1	Default
	ASSY HOSE WATER (C)	DC97-15648A	1	Default
	MANUAL-BOOK	DC68-03144B	1	Default
	CAP-FIXER	DC67-00307A	5	Default
	HOSE-HANGER	DC62-10278A	1	Default

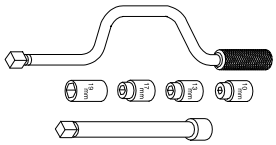
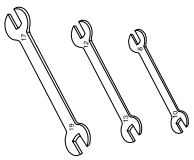
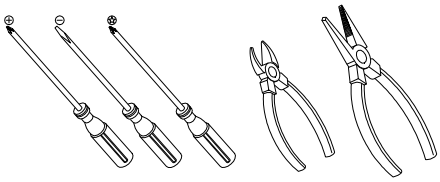
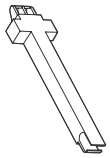
Note

- Customer can purchase additional water supply and drain hoses from a service center.

MEMO

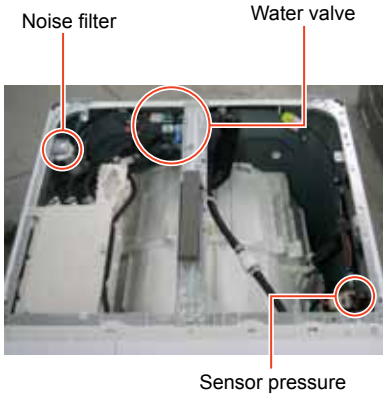
3. DISASSEMBLY AND REASSEMBLY

3-1. TOOLS FOR DISASSEMBLY AND REASSEMBLY

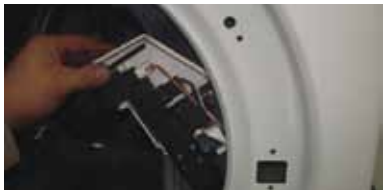
Tool		Type	Remarks
	Socket Wrench with 6” Extension	10mm 13mm 19mm	Heater (1) Motor (1), Balance (5), 2 holes of each left and right of the shock absorber 1 Pulley hole
	Open End wrench	10mm 13mm 19mm	Replaceable for the box driver. Since the bolt runs idle when the box driver is used, use the box driver 17mm.
	Vice pliers		Tool to protect the idle and abrasion of the bolt for the box driver.
	Others (Driver, Nipper, Long nose)		General tools for the after service.
	JIG for the Tub		1 (Disassemble and Assemble)

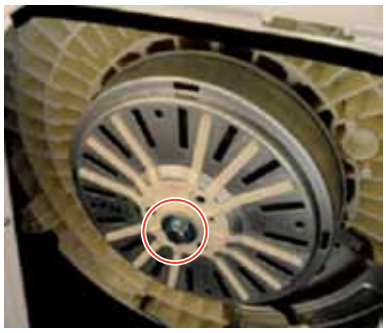
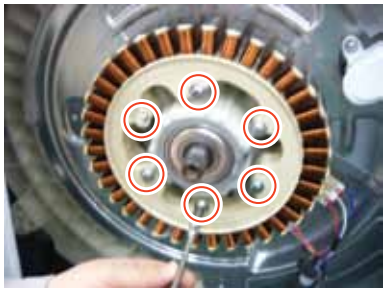
3-2. STANDARD DISASSEMBLY DRAWINGS

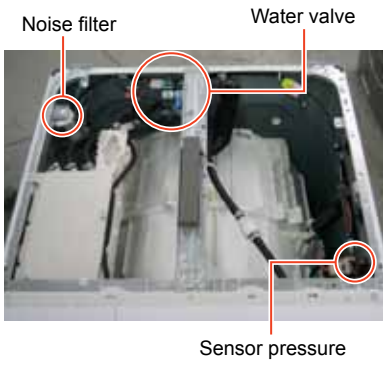
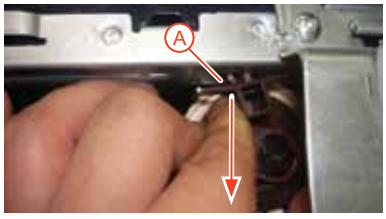
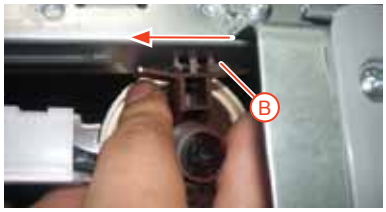
► This is a standard disassembly diagram and may differ from the actual product.
Use this material as a reference when disassembling and reassembling the product.

Part	Figure	Description
ASSY COVER TOP		1. Remove the two screws holding the Top Cover at the back of the unit.
		2. Remove the top-cover by lifting it up after pulling it back about 15mm.
		3. With the top cover removed you will now have access to service the Water pressure sensor, EMI Noise Filter, Hot and Cold Water Valves, Hose Draw ASSY.

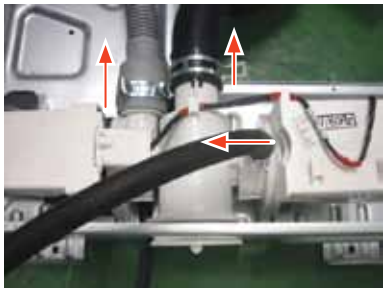
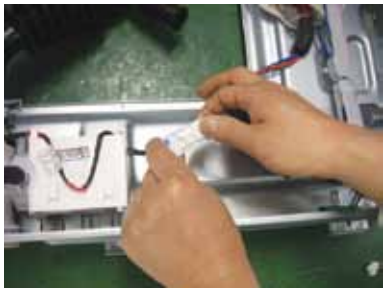
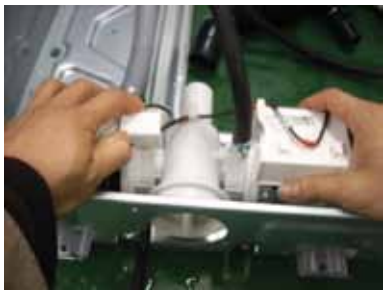
Part	Figure	Description
MAIN-PCB AND SUB-PCB PANEL		1. Remove the 2 screws at the top of the ASSY-PANEL CONTROL.
		2. Hold the ASSY-PANEL CONTROL while pulling it upwards and release the hook to remove it.
		3. Carefully disconnect the two wiring connectors by hand.
		4. Remove the 8 screws holding the PCB and release the hooks on both sides to remove the PCB for repair / replacement.

Part	Figure	Description
FRAME FRONT		• Seperate the Wire-Diaphragm with the Long-nose from the Front-Frame.
		1. Remove the Diaphragm.
		2. Remove the 4 screws holding the FRAME-FRONT.
		3. Remove the 2 screws holding the bottom of the FRAME-FRONT.
		4. Untie the hose.
		5. Remove the 3 screws.
		6. Push both hooks.
		7. Disconnect the terminal for the DOOR-LOCK switch.

Part	Figure	Description
COVER-BACK		• Remove the 2 screws holding the Back-Cover at the back of the washing machine
DD MOTOR		1. Remove the one bolt for the DD Motor.
		2. Remove the 6 screws.
WATER SUPPLY VALVE		1. Remove the Top Assy-Plate. 2. Disconnect the 5 water valve connectors.
		3. Remove the 4 screws securing the Hot and Cold water supply valves.

Part	Figure	Description
WATER LEVEL SENSOR (The Hook type)		**The Hook type water level sensor**
		► **Disassembly** 1. Separate the Top Assy-Plate.
		1. To remove the water lever sensor, push it slowly in the direction of the arrow shown in the figure on the left. Since this disassembly method uses the elasticity of the water level sensor hook, imposing too strong a force may damage it.
		2. While a force is imposed on the water lever sensor as directed in step 1, pull the hook Ⓐ in the direction of the arrow until it is removed from the bracket spring.
		3. Impose a force slowly in the direction of the arrow designated in the figure on the left until the hook Ⓑ is removed. Then remove the water level sensor.
		► **Assembly** 1. Connect the pressure hose to the body of the water level sensor and lock it using the clamp. When connecting the water level sensor to the set, make sure to connect it after draining water by operating the spin cycle.
		2. To reattach the water level sensor, insert the hook back into the square hole until you hear a “click”.

Part	Figure	Description
DOOR HINGE		1. Remove the 2 screws holding the Door Hinge and separate the door.
		2. Remove the 15 screws holding the Holder Glass, separate the Holder Glass and replace the hinge.
DRAIN PUMP		1. Push the Cover-Filter downwards to release the latch.
		2. Drain the remaining water through the drainage hose. Be sure to use a small bowl to collect the water collected from the drain hose.
		3. Separate the Drain Filter by turning it counterclockwise. Since the remaining water may flow out, place a bowl underneath it when separating the filter..

Part	Figure	Description
DRAIN PUMP (Continued)		4. Remove the 2 screws holding the Drain Pump.
		5. Drain the remaining water through the drainage hose.
		6. Disconnect the wire connector.
		7. Push it back and lift it up.
	* Check Points for Troubleshooting 1. Separate the Drain Filter and check for any alien substances inside the pump (e.g. coins, buttons .., etc.) → Remove if found. 2. Check the wire connector for the Drain Pump ASSY hasn't come loose. Reconnect if necessary. 3. When water leaks, check the assembly status of the Clamp Hose, and Cap Drain → Take the relevant countermeasure if necessary. Turn the filter cap counterclockwise, clean and remove any material that has collected.	

Part	Figure	Description
Heater		1. Remove the 3 bolts from the balance weight.
		2. Seperate the Connection Housing(3). Remove the nut holding the heater and the heater.
		3. Remove the heater from the Tub. ⚠ **Caution** Make sure to insert the Heater into the correct position of the bracket inside the Tub when reassembling it. Otherwise, there is a risk of fire. Make sure to push it inwards until the packing part comes into the Tub completely when reassembling it so that the packing part is completely stuck to the Tub. Fasten the holding nut with a force of 5Kgf/ cm2. If the nut is not fastened properly, there is a risk of water leaking.

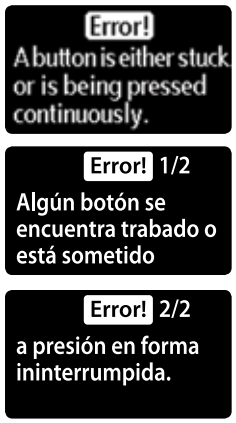
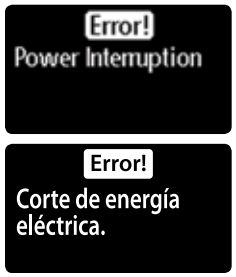
Reassembly is in the reverse order of the removal.

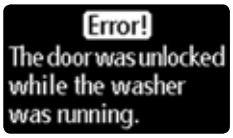
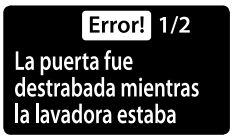
4. TROUBLESHOOTING

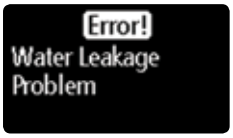
4-1. ERROR MODES

► **This is a washer integrated error mode. For detailed information, refer to the general repair scripts.**

Error Type	For USA		Causes	Remarks
	LED	LCD		
Water Level Sensor	LE	Error! Water Level Sensor Problem Error! Sensor del nivel de agua.	- The part of the hose where the water level sensor is located is damaged (punctured). - The hose is clogged with foreign material. - The hose is folded. - Too much lubricant has been applied to the insertion part of the air hose. - Hose engagement error (disengaged) - Part fault (Faulty internal soldering) - The water level sensor terminal is disengaged. - Main PBA fault.	
Motor Driving Error and Hall Sensor Error	3E	Error! The motor is not working properly. Error! El motor no funciona correctamente.	- The PBA connector terminal is not connected. - The motor spin net is not engaged. - The motor's internal coil is damaged (short-circuited or cut) - The hall sensor terminal is not connected. - Foreign material (a screw) has entered the motor.	This error occurs because of restrained revolutions
	E3		- Motor overloaded due to too much laundry (Non-sensing) - The motor hall sensor terminal is not connected. - PBA fault - The motor driving error from the PBA is weak. : Unstable relay operation, etc.	This error occurs when an interference is generated due to too much laundry, etc.
	bE		- This occurs due to erroneous operating signals from the motor hall sensor. - The IPM terminal of the main PBA is not connected. - The DD motor cover is out of place. - The PCB housing terminal is not connected. - PBA fault - DD motor fault	
Water Supply Error	nF	Error! Low Water Pressure Error! Baja presión de agua.	- Foreign material is entering the water supply valve. - The water supply valve terminal is not connected. (Wire disconnected) - The warm water and rinse connectors are wrongly connected to each other. - This occurs if the PCB terminal from the drain hose to the detergent drawer is not connected. Check whether the transparent hose is folded or torn.	If this error occurs in the Wool course
	nF1		- The cold and warm water supply hoses are wrongly engaged into each other. - The temperature of the water supplied through the dry valve during a dry cycle is sensed as higher than 70 ˚C.	The water supplied for 1 minute drying the drying cycle is 0.3 ~ 0.4 L.
			- The water temperature is sensed as higher than 50 ˚C in the Wool or Lingerie courses.	
Drain Error	nd	Error! No Draining Error! No funciona el drenaje.	- The pump motor impeller is damaged internally. - The wrong voltage (220 V → 110 V) is supplied to the parts. - Part fault - This occurs due to freezing in the winter season - The drain hose is clogged. (Injection error, foreign material) - Clogged with foreign material - The water pump terminal is not connected: rubber band, bills, cotton, hair pins, coins have collected inside the drain pump ASSY.	

Error Type	For USA		Causes	Remarks
	LED	LCD		
Power Error	2E		- Check the consumer's power conditions. : Make sure to check the operating voltage. Connect a tester to the internal power terminals during the Boil or Dry operations and observe the washing machine's operation carefully. : Check the voltages. (An error occurs when under or over voltage is supplied.) : Check whether a plug receptacle is used. When the connecting wire is 1m, a momentary low voltage may drop up to 10 V - Main PBA fault (sometimes)	
	PF	-	- This error is not a fault but occurs during a momentary power failure : When this error code is displayed, the operation restarts from the cycle that was stopped due to the power failure. : If the washing machine is not operating and this error code is displayed, it is displayed to notify that a power failure has occurred.	
Communication Error	AE		- The signals between the sub and main PBAs are not sensed because of commuication error. - Check the connector connections between the sub and main PBAs carefully. → Check for incorrect or loose connections, etc. - Remove the sub PBA C/Panel and check for any faulty soldering.	
Switch Error (Main Relay Error)	E2		- The Power button is pressed continually (for more than 12 seconds). - A switch is jammed or stuck due to be pressed unevenly due to deformation of the control panel or button. - This error may occur when the screws that hold the sub PBA in place are tightened too much. - A button other than the Power button is continually pressed (for more than 30 seconds). - Deformation of an internal plastic injection part - A screw for assembling the sub PBA is tightened too much.	
	Sr		- The main relay of the PBA is short-circuited. - The main relay terminal is connected incorrectly. (The terminal is bent and contact cannot be made.)	When the PBA motor relay does not operate

Error Type	For USA		Causes	Remarks
	LED	LCD		
Door Error	dS (Before operation)	 	- A switch contact error because of a deformation of the door hook - When the door is pulled by force	When the door is not opened after the door open operation
	dL (During operation)	  	- This occurs in the Boil wash because the door is pushed due to a pressure difference from internal temperature changes	When the door is not locked after the door close operation
	LO (Unlock Fail)	 	- The door lock switch terminal is connected incorrectly. - The door lock switch terminal is broken. - This occurs intermittently because of an electric wire leakage - Main PCB fault	
	FL (Lock Fail)	 		

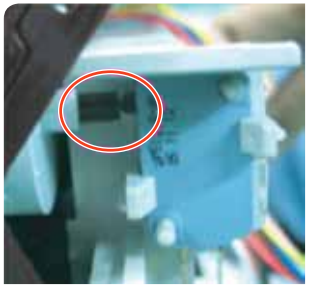
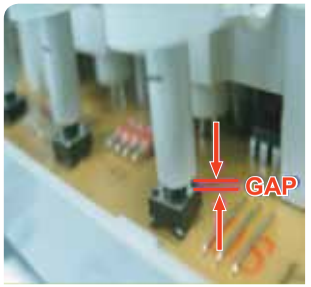
Error Type	For USA		Causes	Remarks
	LED	LCD		
Heater Error	Hr (Heater Relay)	 	- The washing heater is short-circuited or has a wire disconnected. - The washing heater in the tub has an error. (Contact error, temperature sensor fault) - If the water level sensor operates without water because water is frozen or for any other reason and the temperature sensor engaged at the bottom to prevent overheating for the washing heater detects a temperature of 100 to 150 ˚C, the washing machine turns the input power off.	If the heater has no error, this occurs because of a PBA relay malfunction.
			- This error occurs when the red temperature sensor at the center of the dry heater operates (at a temperature higher than 145 ˚C) : Corrective action – Press the button at the center lightly. The washing machine will operate normally. Alternatively, replace the temperature sensor if the temperature sensing is unstable because of functional degradation. - This occurs when the steam function does not operate normally. - This error does not occur in existing drum products. Check whether the product is a steam model	
Water Leakage Error	LE	 	- Heater engagement fault (out of place) - The air hose is out of place and water leakage occurs during the spin cycle. - The tub back at the safety bolts fixing part is broken. - Water leakage occurs at the front with foaming because of too much detergent - Water leakage occurs because the connecting hose to the detergent drawer is connected incorrectly. - The drain pump filter cover is engaged incorrectly. - Water leakage occurs at the drain hose. - The duct condensing holding screws are worn. - The nozzle-diaphragm is engaged in the opposite direction or the rubber packaging is omitted. - Water leakage occurs because the screws that hold the tub back and front in place are fastened incorrectly. - The leakage sensor is faulty.	
Overflow Error	OE	 	- Water is supplied continually because the water level detection does not work. - Because the drain hose is clogged and there is an injection error (at a narrow section), the water level detection does not work and water is supplied continually. - Water is supplied continually because of freezing or because there is foreign material in the water supply valve. - This error may occur when the water level sensor is degraded.	This error occurs because the water level sensor terminal is out of place.
Temperature Sensor Error	tE	 	- The washing heater in the tub has an error. (Contact error, temperature sensor fault) - The connector is connected incorrectly or is disconnected. - If the water level sensor operates without water because the water is frozen or for any other reason and the temperature sensor engaged at the bottom to prevent overheating for the washing heater detects a temperature of 100 to 150 ˚C, the washing machine turns the input power off.	Heater sensor fault : When the connector is connected incorrectly or has a wire disconnected or contact error

Error Type	For USA		Causes	Remarks
	LED	LCD		
Unbalance Error	dc	 	- As laundry causes this error, check the laundry. - Find the reason for the unbalance and solve it as directed in the user manual.	
Foaming Detected	SUdS	 	- This occurs when too much foaming is detected. It is also displayed while foaming is removed. When the removal is finished, the normal cycle proceeds. “Sud” or “SUdS” is displayed when too much foaming is detected and “End” is displayed when the removal of the foaming is finished. (This is one of the normal operations. It is an error for preventing non-sensing faults.)	
System Error	SF	-	- In case of EEPROM deteced - In case of PBA problem - System Error	

► These are common troubleshooting procedures for each drum-type washer error mode. For detailed information, refer to the general repair scripts.

Error Type	Error Mode		Causes	Corrective Actions	Description of Photo
	LED	LCD			
Water Level Sensor	LE	Error! Water Level Sensor Problem Error! Sensor del nivel de agua.	• Water level sensor fault • Incorrect connections of the water level sensor terminal • The hose part for the water level sensor is folded. • Main PCB fault	• Check the water level sensor terminal connections and contacts. • An error occurs if an incorrect water level sensor is used. Make sure to check the material code. (Abnormal operation) • If the water level sensor is faulty, replace it. • If the error persists despite taking the action above, replace the PBA.	 Check the water level sensor frequency. - Check it after the water level sensor and the connector are connected. - Frequency: Approx. 26.4 KHz with no load
Washing Motor Error and Hall Sensor Error	3E E3 bE	Error! The motor is not working properly. Error! El motor no funciona correctamente.	• Washing motor fault • Washing motor hall sensor fault • Incorrect connections of the washing motor/hall sensor connector • Washing motor rotor and stator fault • Main PCB fault	• Check the motor connector terminal connections and contacts. • 3E is displayed because overloading occurs due to too much laundry. • If the hall sensor terminal is faulty, replace the hall sensor. • Check whether the stator of the motor cover is damaged. • Check for coil disconnections due to foreign material. • If the PBA control circuit is faulty, replace the PBA.	 ► DD MOTOR Check the resistance on the main PCB motor. (Between pins 1 and 3, and 1 and 4 of the four (4) pins) - Resistance: Approx. 2 to 4 MΩ - Check the voltage when the power is on.
					 ► UNIVERSAL MOTOR Check the Resistance of Nos.1 and 4 of the wire pin on the side of the TACHO SENSOR. - Resistance: Approximately 40 to 45 Ω (Normal)
					 ► THREE PHASE MOTOR Measure the Resistance of Nos. 2 and 3 of the wire pin on the side of the HALL SENSOR. - The revolution of the drum needs to be reproduced. (Turn the drum by hand.) - Resistance: Approximately 3 to 12V (Voltages may differ depending on the speed of the revolutions.)

Error Type	Error Mode		Causes	Corrective Actions	Description of Photo
	LED	LCD			
Water Supply Error	nF nF1	Error! Low Water Pressure Error! Baja presión de agua.	• Water supply value fault • Main PCB fault • Freezing in the winter season	• If the water supply valve has a wire disconnected, replace it. • Check whether the water supply valve is clogged with foreign material and whether water is supplied continually. • Check whether no water is supplied because of freezing in the winter season. • If the PBA relay operates abnormally, replace the PBA.	 1. Check the resistance for the water supply valve. - Resistance: 0.8k to 1.8kΩ between the terminals of the water supply valve. 2. Check whether there is foreign material in the water supply valve diaphragm. 3. If the water supply valve filter is clogged, clean filter.
Drain Error	nd	Error! No Draining Error! No funciona el drenaje.	• Drain pump fault • Freezing in the winter season • Foreign materials in the drain pump • Main PCB fault	• Check whether the revolutions of the drain pump motor are restrained by foreign material. • Check the same thing for the natural drain process. • Check the wire connectors on Main PCB and Drain Pump ASSY. The connector or wire may have poor physical connection. • If the drain pump operates abnormally intermittently when the temperature of the water in the tub is high. • If the motor revolutions are restrained due to freezing in the winter season, check the method to remove the freezing and remove as directed.	 ► DRAIN MOTOR Resistance: Approximately 6.3 Ω between the Terminals for the Water Supply Valve [Drain] [Bubble] ► Check the drain pump resistance. - Drain : Resistance : 13.5Ω ~ 16.5Ω - Bubble : Resistance : 18.75Ω ~ 22.75Ω

Error Type	Error Mode		Causes	Corrective Actions	Description of Photo
	LED	LCD			
Communication Error	-	Error! Electronic Control Problem Error! Problemas con el control electrónico.	• The signals between the sub and main PBAs are not sensed. • Incorrect wire connections between the sub and main PBAs.	• Check the wire connections and terminal contacts between the sub and main PBAs. • Check for disconnected wires. • Check whether the sub PBA is short-circuited because of moisture. • If the main PBA's communication circuit is faulty, replace it.	-
Switch Error (Main Relay Error)	E2 Sr	Error! A button is either stuck or is being pressed continuously. Error! 1/2 Algún botón se encuentra trabado o está sometido Error! 2/2 a presión en forma ininterrumpida.	• The Power button is continually pressed. • A button other than the Power button is continually pressed. • Main PCB relay fault	• Check whether either the Power switch or a tact switch is continually pressed. • Check whether the service PBA holding screws are fastened too tight. If they are fastened too tight, loosen them a little. • If the main PBA switching IC on/off error has occurred, replace the main PBA. • The "E2" error occurs if the main relay connections are incorrect. Check the connections. If there is no error in the connections, replace the main PBA.	  Check the contact between the control panel buttons and their corresponding tact switch. - There must be a gap between a control panel button and its corresponding micro switch. Otherwise, an error occurs after approx. 30 seconds has passed.

<table>
<tr><th rowspan="2">Error Type</th><th colspan="2">Error Mode</th><th>Causes</th><th>Corrective Actions</th><th>Description of Photo</th></tr>
<tr><th>LED</th><th>LCD</th></tr>
<tr><td rowspan="4">Door Error</td><td>dS</td><td>Error!
Door is open.

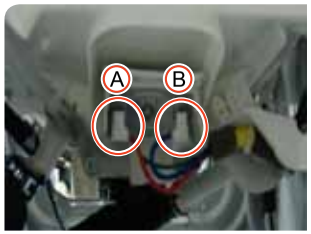
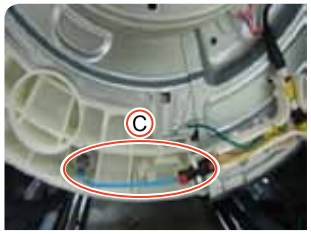
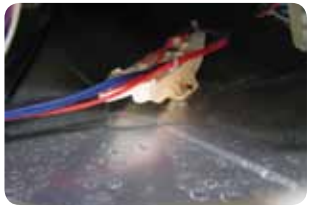
Error!
La puerta está abierta.</td><td rowspan="4">• Door switch fault
• Drain pump fault
• Dry duct fan motor fault.
• Main PCB fault</td><td rowspan="4">• If a dS error occurs, check whether it occurs during the Boil cycle.
- If it is detected that the door is open, close the door.
• The 120V is directly connected to the door. Check and repair the power wire connections and insulation state.
• Check the door switch. Replace if faulty.
• Check the main PBA door sensing circuit. Replace if faulty.</td><td rowspan="2">
► TYPE 1
1. Check the door switch Resistance.
2. The resistance of 1 and 3 Pin Must be approximately 125Ω.</td></tr>
<tr><td>dL</td><td>Error!
The door was unlocked while the washer was running.

Error! 1/2
La puerta fue destrabada mientras la lavadora estaba

Error! 2/2
en funcionamiento.</td></tr>
<tr><td>LO</td><td>Error!
The door will not unlock.

Error!
La puerta no se puede abrir.</td><td rowspan="2">
► TYPE 2
The resistance of Nos. 3 and 5 of the DOOR LOCK SWITCH must be approximately 949 Ω.</td></tr>
<tr><td>FL</td><td>Error!
The washer door would not lock.

Error!
No se podía trabar la puerta de la lavadora.</td></tr>
</table>

Error Type	Error Mode		Causes	Corrective Actions	Description of Photo
	LED	LCD			
Heater Error	Hr	Error! Water Temperature Control Problem Error! Problema con el control de la temperatura del agua.	• Heater fault • A fault of the red temperature sensor at the center of the dry heater • Steam function fault • Freezing in the winter season	• Check for wires are disconnected in the washing heater. Replace if faulty. - An Hr error occurs. • If the dry heater or air refresh heater overheating sensor is faulty, replace it. - An Hr error occurs. • Check the steam heater. Replace if it is faulty. - An Hr error occurs.	 [FRONT] ► TYPE 1 Check the resistance between A and B. It should be 16.05±0.65Ω.  [BACK] ► TYPE 2 If TYPE 1 is OK, Change a wash-thermistor at back of Tub.
Water Leakage Error	LE	Error! Water Leakage Problem Error! Problemas de pérdida de agua.	• Check for any leakage. • Foreign material in the DV case • Fault of a hose or incorrect part engagement in the product	• Check for any leakage on the base, Hose, Valve and Tub connections and take any required action. • During natural draining, this error occurs because the drain bellows are clogged with foreign material. Remove the foreign material. • Check the drain motor operation. Replace if it does not operate normally.	 ► DRAIN PUMP TYPE Check whether there is any foreign material in the bellows. Check for any foreign material, such as underwear wires or coins.  ► PUMP TYPE Check for any leakage on the base, Hose, Valve and Tub connections.

Error Type	Error Mode		Causes	Corrective Actions	Description of Photo
	LED	LCD			
Overflow Error	OE	Error! Water Supply Problem Error! Suministro de agua.	• Water level sensor fault • Freezing in the winter season	• If the water level sensor has a functional error, replace it. • Check the hose. This error occurs if it is torn or has a hole. • This error occurs if water is frozen in the winter season. Use hair dryer to defrost hose. Consider relocating the unit to warmer location.	 Check the hose connected to the water level sensor. ☑ Check whether the hose is folded, cut, or damaged.
Temperature Sensor Error	tE	Error! Temperature Sensor Problem Error! Sensor de temperatura.	• Washing temperature sensor fault • Dry temperature sensor fault • Faulty and incorrect connections of the dry condensing sensor • Main PCB fault • Freezing in the winter season	• Check the connections for the washing heater temperature sensor connector. • If the washing heater temperature sensor has a functional error, replace it. - A tE error occurs. • Check the connections for the dry heater temperature sensor connector. • If the dry heater temperature sensor has a functional error, replace it. • Check the connections for the duct condensing temperature sensor connector. • If the duct condensing temperature sensor has a functional error, replace it.	-
Unbalance Error	dc	Error! Unbalanced Load Error! La carga desequilibrada.	• Motor hall sensor fault • Caused by the laundry contents	• Check the type of laundry. Check whether they may cause an unbalanced situation. - Educate the consumer in this case is to press pause reposition the load or remove a few items. Press start to continue and complete the wash cycle.	-

5. PCB DIAGRAM

5-1. MAIN PCB

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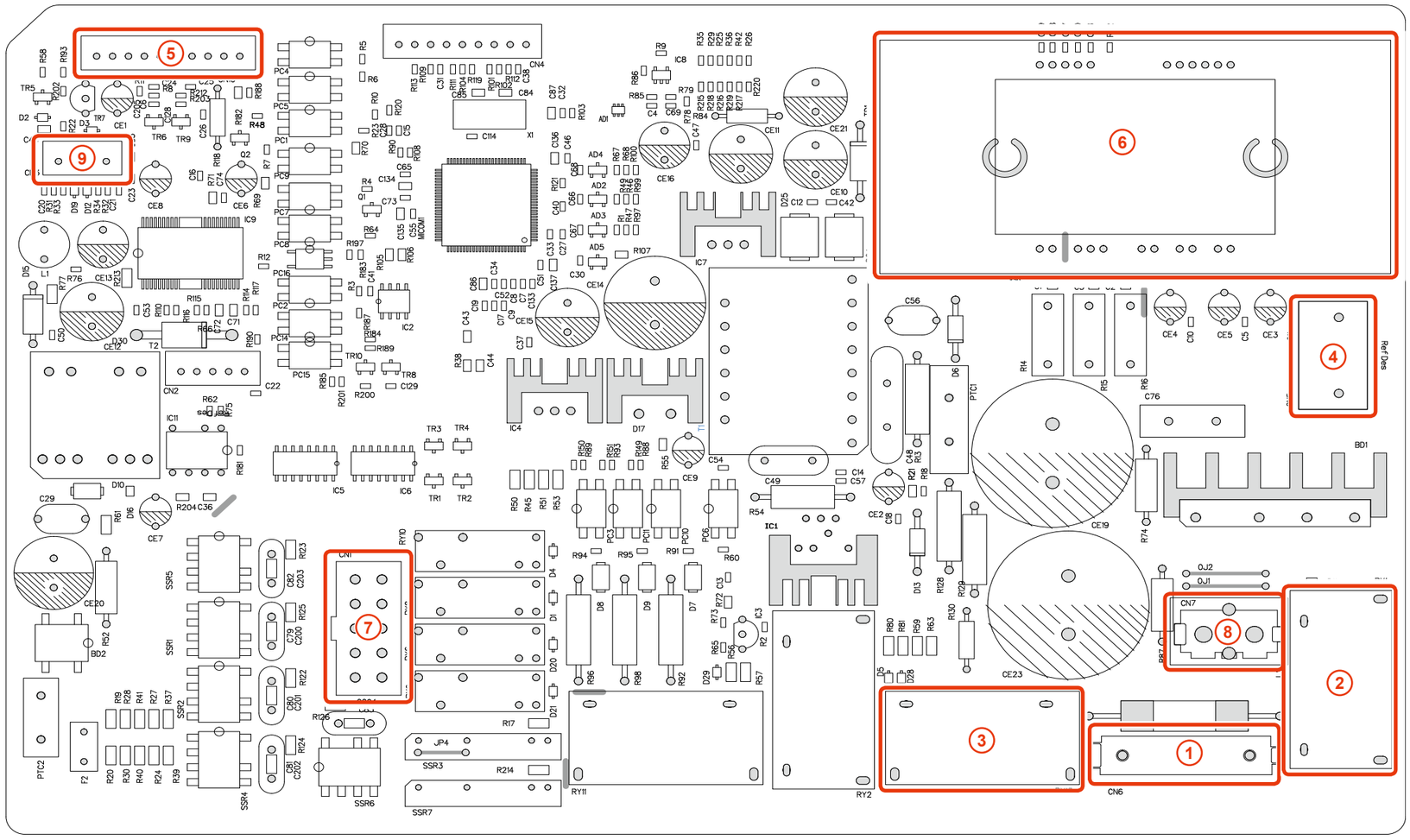

Location	Part No.	Function	Description
1	CN6	PBA Power Supply	Supply 120V of AC power.
2	RY1	Main Relay	Be Supplied PBA power when the Power button is pressed.
3	RY13	Washing Heater Relay	The switch for the Washing Heater power.
4	CN5	Motor Power Supply Port	Supply the 3-phase drive voltage for the Washing Motor.

Location	Part No.	Function	Description
5	CN10	SUB PBA Connection Port	Supply power to the Sub PBA and provides a communications function.
6	IC10	Washing Motor Drive IC	Switches and supplies the voltages for the motor.
7	CN1	Each Load Connection Port	The port to supply power for each electric device.
8	CN7	Reactor Connection Port	Decrease generated noise when the motor is operated.
9	CN3	Hole Sensor Connection Pin	Detect whether the Washing Motor is working normally.

5-2. CONNECTOR AND RELAY PORT PART DETAILED MANUAL (MAIN PCB)

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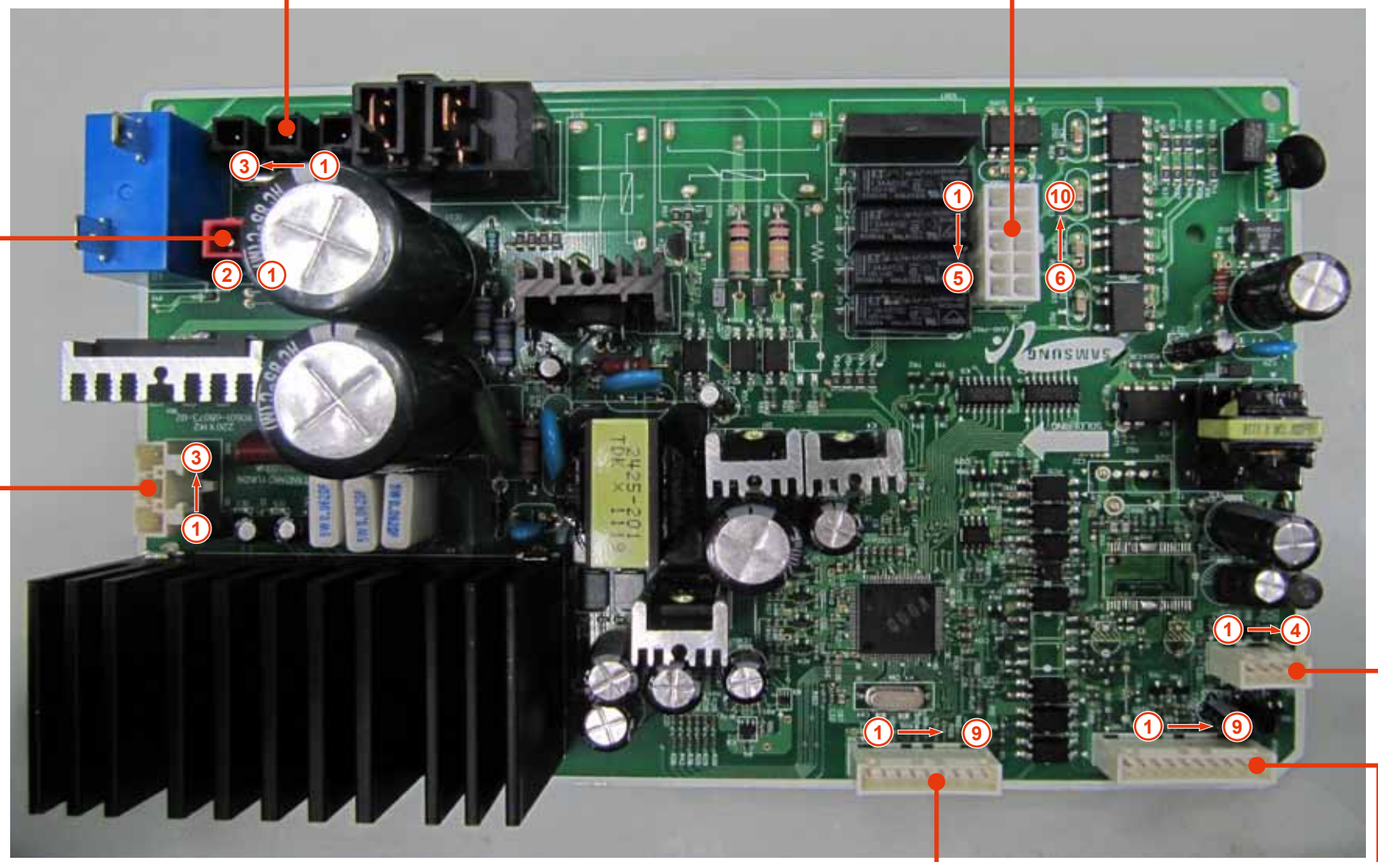
► **CN6**
1. AC Power Port
2. Door Detection Sensor(LOCK, UNLOCK)
3. NC

► **CN1**
1. NC
2. BUBBLE PUMP
3. DRAIN_PUMP
4. DOOR_UNLOCK
5. DOOR_LOCK
6. DRY VALVE
7. PRE VALVE
8. COOL VALVE
9. HOT VALVE
10. BLEACH VALVE



► **CN7**
1. Reactor Connection Port
2. Reactor Connection Port

► **CN5**
1. Motor Power (W Phase)
2. Motor Power (V Phase)
3. Motor Power (U Phase)

► **CN3**
1. 5V
2. Hole Sensor Signal
3. Hole Sensor Signal
4. GND

► **CN4**
1. 5V
2. NC
3. DDI
4. DCK
5. DMS
6. DRST
7. FLMD0
8. DDO
9. GND

► **CN10**
1. TXD
2. RXD
3. RESET
4. 5V
5. GND
6. 15V
7. NC
8. WATER LEVEL
9. RELAY WATCHDOG

5-3. SUB PCB

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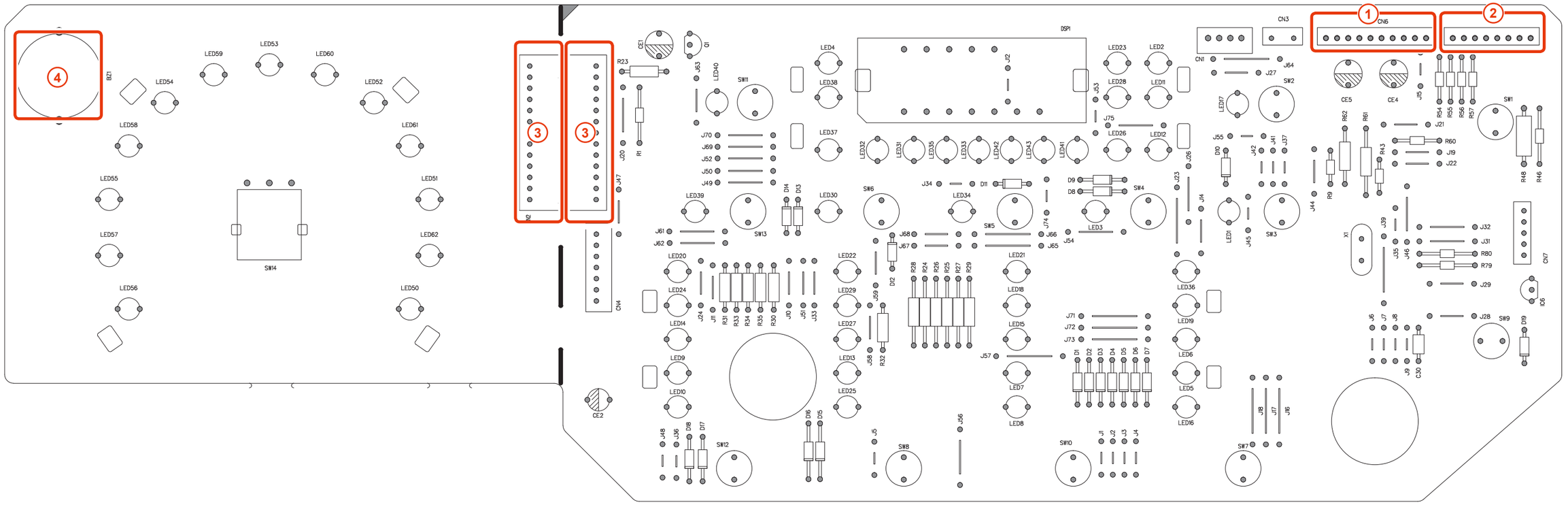

Location	Part No.	Function	Description
1	GRAPHIC CN6	Main PBA Connection Port	Receives power from the Main PBA and provides a communications function.
2	GRAPHIC CN5	SENSOR Connection Port	Sensing the water level and water temperature.
3	CN1	GRAPHIC PBA Connection Port	For communications with graphic PBA.
4	BZ1	Buzzer Circuit	Be generated sound when the menu key is pressed or the encoder is operated, the menu is closed.

5-4. CONNECTOR PORT PART DETAILED MANUAL (SUB PCB)

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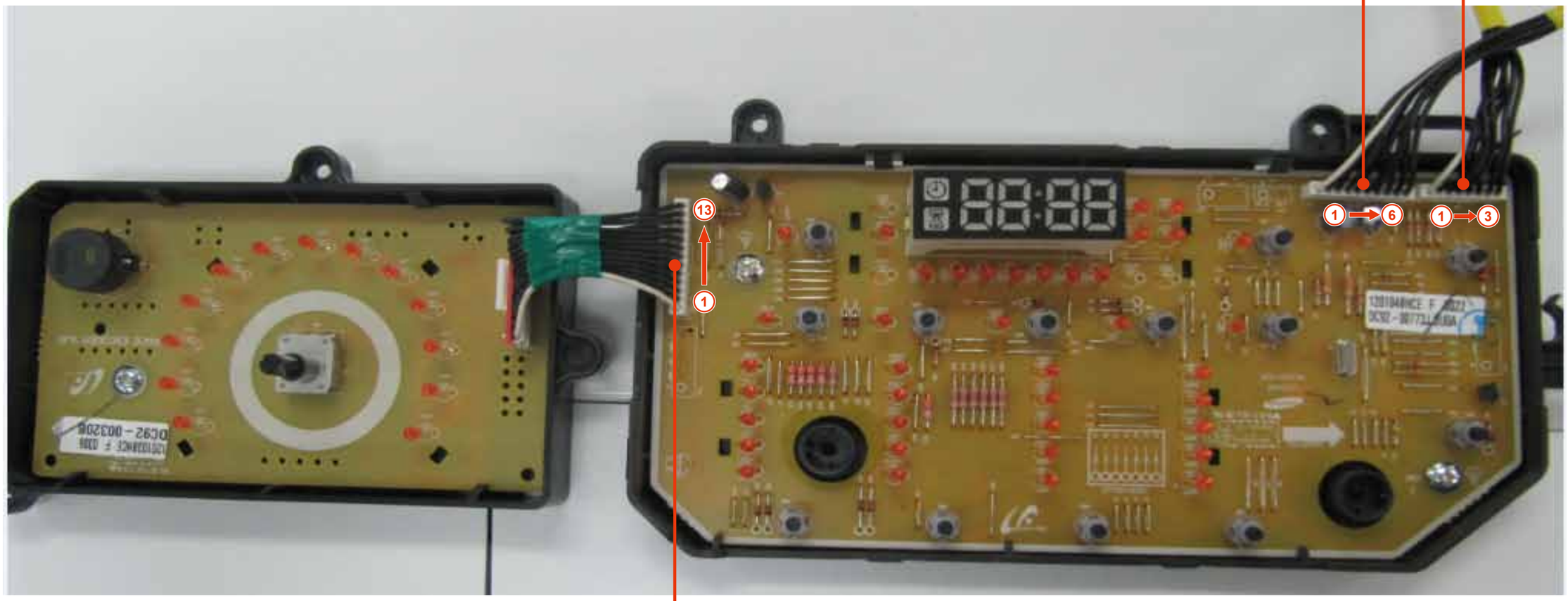
► **CN10**
1. Communications Port (Tx)
2. Communications Port (Rx)
3. Reset Signal ouput
4. Ground
5. 5V
6. 15V

► **CN3_GRAPHIC**
1. Tub Light Drive Signal
2. Empty Pin
3. 15V



► **CN2**

1. JOG signal
2. JOG signal
3. Ground
4. Led signal
5. Led signal
6. Led signal
7. Led signal
8. Led signal
9. Led signal
10. Led signal
11. Led signal
12. Buzzer signal
13. Buzzer signal

6. WIRING DIAGRAM

6-1. WIRING DIAGRAM

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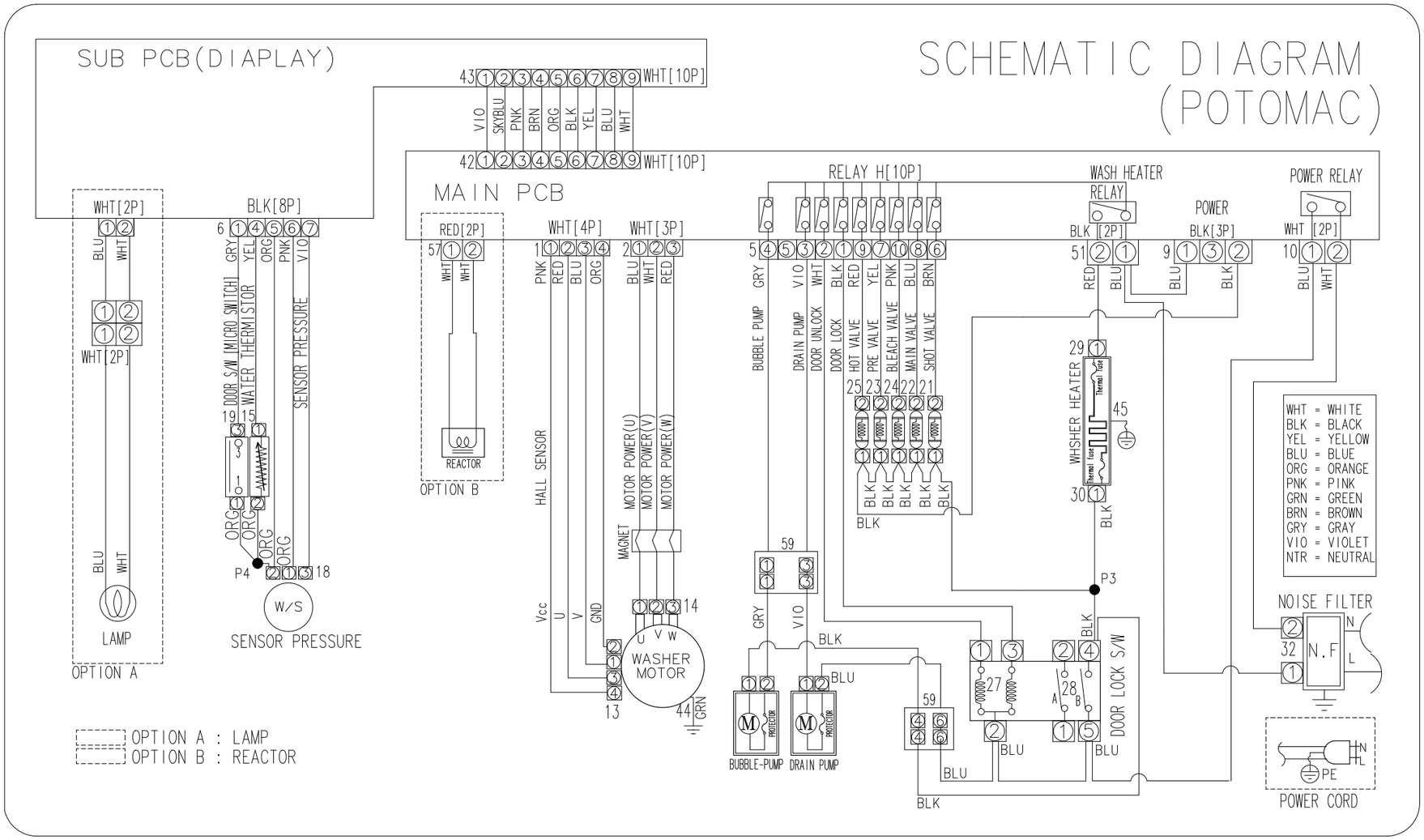
REFERENCE INFORMATION

BLK	BLACK
BLU	BLUE
GRN	GREEN
GRY	GRAY
NTR	NATURAL
ORG	ORANGE
PNK	PINK
RED	RED
SKYBLU	SKYBLUE
VIO	VIOLET
WHT	WHITE
YEL	YELLOW



7. SCHEMATIC DIAGRAM

7-1. MAIN CONTROL

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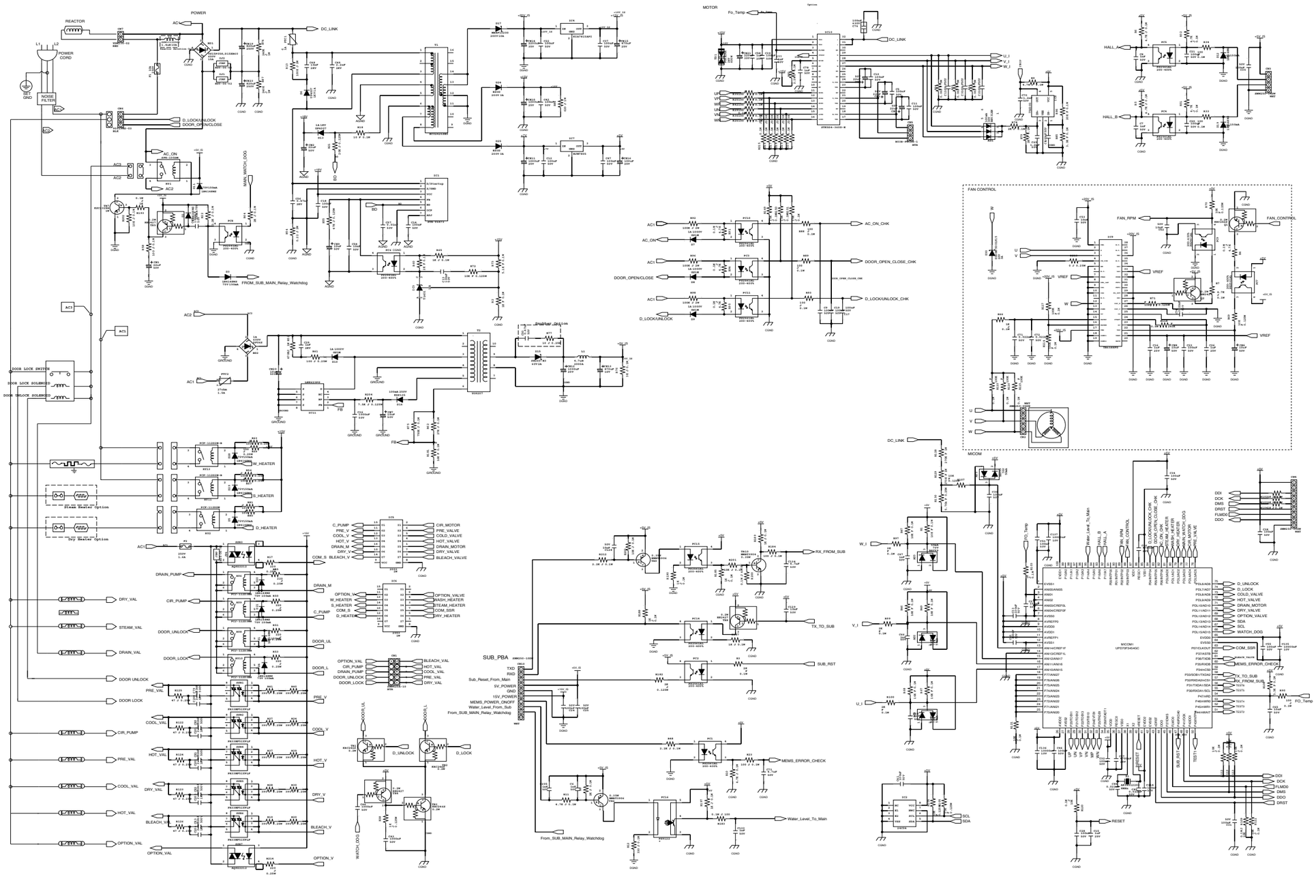

7-2. SUB CONTROL

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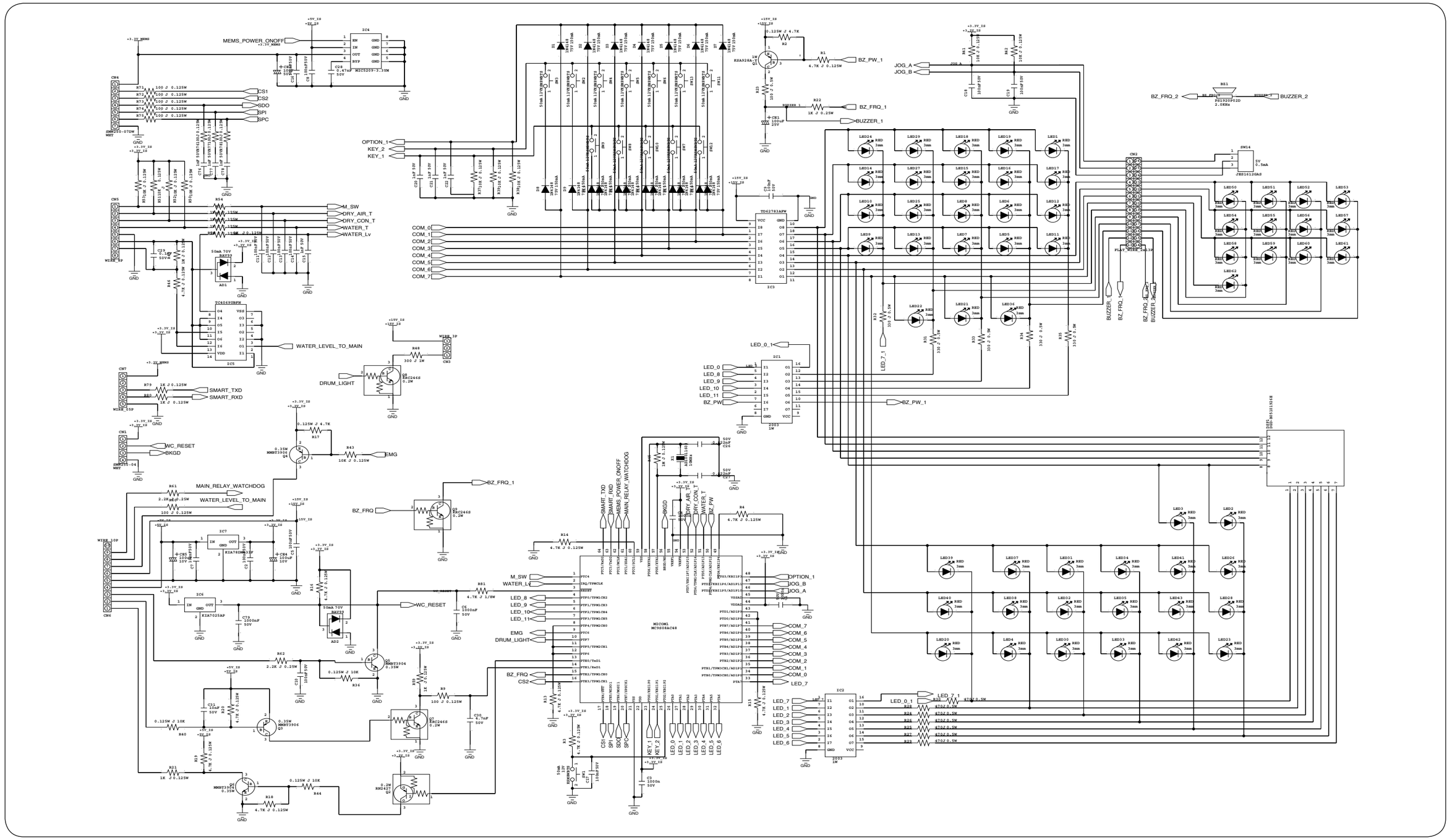

8. REFERENCE

8-1. POTOMAC PROJECT NAME

Product Type		Capacity		Feature			Project		Color			Buyer	
W	**F**	**3**	**9**	**5**	**B**	**T**	**P**	**A**	**W**	**R**	**/**	**A**	**2**
Product Type		Capacity		Feature 1	Feature 2	Feature 3	Platform or series	Sub-Plat or Ver.	Color			Buyer	
Washer Front loading (Drum Washer)		39:4.0 cu.ft		5:Better 3:Basic	B:Inverter	Steam VRT	Potomac		WR : Neat White SU : Ultra Inox		/: CBU U: SKD 1: Service version	USA	
Washing Machine Classifification according to type		The standard capacity (For North America:DOE standard capacity)		Make a Decision by feature logic table			Project		Make a Decision by color code table			Buyer Code	

GSPN (GLOBAL SERVICE PARTNER NETWORK)

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Europe, CIS, Mideast & Africa	gspn1.samsungcsportal.com
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